

NETWORK-BASED DETECTION AND DISPLAY OF PRODUCT REPLACEMENT INFORMATION

5

Abstract

A method and system for determining part replacement related information by an end user. A user scans an identifier associated with a part. A scanner interface automatically couples the scanned identifier to a network enabled browser. The browser automatically connects over a network connection to a remote database to
10 retrieve replacement related information for the part, where such database searchable by the associated identifier. The retrieved replacement related information for the part is automatically displayed for the end user. The retrieved information may also contain information related to the part, such as related parts that also need to be replaced, along with instructions, concerns, and warnings related
15 to replacing the part. This information may be processed by an expert-type system, allowing the end user to engage in an interactive session regarding the part replacement. This information may also include expert-system instructions, e.g., a rule-set or the like, allowing the expert system to interactively aid the end user in diagnosing the nature and/or extent of the part defect, and help the end user to effect
20 proper maintenance.